

**From:** DPA EIS Helpdesk  
**Sent:** Friday, September 14, 2001 3:40 PM  
**To:** ALL DPA Statewide Staff; ALL DPA State Associates  
**Subject:** Information on Mailing Delays  
Broadcast to All Staff from Systems Operations

Due to the temporary cessation of air traffic, some of our clients will experience problems with mail service. Please be aware of the need to allow clients additional time to provide information you may have requested. Also, be aware of adverse action time frames.

All EBT Quest Cards, notices, warrants, and medical benefits with print dates of September 10 through 14 have been received by the Post Office. Delivery of some of these benefits and notices to clients may be delayed.

We have received the following information from the U.S. Postal Service:

- Delivery of out-of-state mail has been scheduled to begin 9/14 at the latest.
- There will be delays in delivery of any mail destined for areas of the state requiring airmail service. Although delivery has started up again, no time frames have yet been announced for full resumption of in-state mail delivery to remote areas.
- Mail sent to areas served by on-road delivery will experience little if any delay (this includes Anchorage, the Mat-Su Valley, and the Kenai Peninsula).